

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

ATTORNEY DOCKET NO: 93001/41

SSM-9

In re Application of: Jochen KAPPEL et al.
 Serial No: 09/819,446
 Filed: March 28, 2001
 Confirmation No: 2724
 Title: CUSTOMER CARE AND BILLING SYSTEM



Group Art Unit: 3627
 Examiner: L. Jasmin
 Our Client ID: 22827
 Our Account No: 04-1403

Commissioner for Patents
 U.S. Patent and Trademark Office
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AMENDMENT AND RESPONSE

This is a response/amendment/letter in the above-identified application and includes the herewith attachment of same date and subject which is incorporated hereinto by reference and the signature below is to be treated as the signature to the attachment in absence of a signature thereto.

Fee requirements (if any) have been calculated as shown below:

Claims remaining after amendment	Highest number previously paid for	Present Extra	Additional Fee
Total Effective Claims 20 minus 20	=	X \$18 =	\$
Independent Claims 1 minus 3	=	/ x \$86 =	\$
If amendment enters proper multiple dependent claim(s) into this application for first time, add \$290.00 (per application)			\$ 290.00
Since Official Action set an original due date of March 23, 2004, PETITION is hereby made for an extension to cover the date this response is filed for which the requisite fee is enclosed (1 month \$110; 2 months \$420; 3 months \$950; 4 months \$1480)			\$ 950.00
If Terminal Disclaimer enclosed, add Rule 20(d) Official Fee (\$110.00)			\$
SUBTOTAL:			\$ 1,240.00
If "small entity" verified statement filed [] previously, [] herewith, enter one-half (1/2) of subtotal and subtract			\$
TOTAL:			\$ 1,240.00
Other: Appendices A through D w/attachments including replacement drawings			\$

TOTAL FEE ENCLOSED: \$ 1,240.00

The Commissioner is hereby authorized to charge any fee specifically authorized hereafter, or any fees in addition to the fee(s) filed, or asserted to be filed, or which should have been filed herewith or concerning any paper filed hereafter, and which may be required under Rules 16-18 (deficiency only) now or hereafter relative to this application and the resulting official document under Rule 20, or credit any overpayment, to our Account No. shown in the heading hereof for which purpose a duplicate copy of this sheet is attached. This statement does not authorize charge of the issue fee in this case.

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By: RICHARD M. MOOSE Reg. No: 31,226 Date: 06/23/04

Signature: *Richard M. Moose*

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 Date of Deposit June 23, 2004

I hereby certify that this paper, papers attached hereto, and/or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450

CHRISTINE P. STANFIELD

(Typed or printed name of person mailing paper or fee)

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